

Chip Card Frequently Asked Questions

What is a Chip Card?

A chip card is a credit or debit card with an embedded computer chip. The chip's application specifications were developed in order to help fight fraud. The specifications define a set of requirements that ensure compatibility between payment chip cards, merchants' card processing systems and ATMs.



Chip cards have been widely used in Europe for many years, and the U.S. card issuers are now taking steps to make them the standard payment application for enhanced card security. The adoption of chip cards will require financial institutions, payment networks, card issuers, payment processors, and businesses to make substantial changes to card issuing, transaction authorization and related processes as well as point-of-sale and ATM equipment.

Why the change to chip cards?

The move to chip cards is intended to reduce fraud in the card payment system and to increase international acceptance of cards issued by U.S. issuers.

While magnetic stripe technology can usually be used in countries where chip cards are already prominent, some merchants now require customers to use a chip card.

How does the chip card process work?

During a payment transaction, the chip performs cryptographic processing by assigning a unique code to each transaction. This helps prevent the transaction data from being fraudulently reused. Chip processing takes place only when the card is used at a merchant or ATM that is enabled for chip card processing.

A chip card enabled device is merchant equipment or an ATM that is able to process chip transactions. Instead of swiping your card, you insert it in the chip enabled device and leave it in the device until the transaction is complete. If a merchant does not have chip enabled equipment or if their chip equipment is not yet activated, transactions will be processed by swiping the card's magnetic stripe, just as they are processed today.



Make sure you remove your card from the equipment before leaving the merchant's premises! This is a common challenge people face when getting used to using a chip card.

Where are chip cards used today?

Chip cards are in use throughout Europe and in most of the Middle East, Asia, Canada, Mexico, Brazil, Chile, and Africa.

When will I be able to get a chip card?

We will issue chip cards in phases. Credit cards are expected to be available in the fall of 2015. Debit cards are expected to be available in the second part of 2016.

How do I get a chip card?

Once chip cards are available, we will be issuing them for new cardholders, expired cards, lost/stolen cards and replacement cards. We will then begin replacing all cards for both credit and debit.

Is there a fee for ordering a chip card?

No. There is no fee for a chip card. If you request expedited replacement of your current card, however, we may charge a fee based on delivery method.

If I am traveling outside of the U.S. before the chip card is available, can I still use my current card?

Yes, subject to our fraud monitoring and ATM limits, you may continue to use your magnetic stripe card outside the U.S. Please notify us in advance of traveling abroad to better ensure your legitimate foreign transactions are not declined. Magnetic stripe-only cards are still accepted outside the U.S. though some "unattended" kiosks (parking

meters, gas station pumps) may take only chip cards. For foreign travel, we recommend that you consider having another method of payment available just in case.

What type of fraud prevention is available with my card?

We take card security very seriously and have sophisticated fraud detection services in place:

- 24/7 Fraud Monitoring – We always monitor your accounts for suspicious activity and attempt to contact you when we see something out of the ordinary. To ensure the best possible service, you should maintain accurate contact information with the bank.
- Visa Zero Liability® – Protects personal customers against unauthorized transactions made with their Visa credit or debit card. Please visit www.visa.com for further details.*

These services will remain available for use with your chip card. Chip cards will simply provide an additional layer of security.

Can chip cards be used at contactless POS terminals?

No. Currently we do not plan to issue contactless chip cards. Chip cards will need to be inserted in chip enabled equipment.

Will I still be required to sign for my credit card purchase?

If prompted by the device to do so, you will be required to sign for credit card purchases. Some merchants, however, do not have customers sign their receipt if the sale is below a certain amount.

For debit cards, you may have the choice of signing or using your PIN if the merchant's equipment supports PIN entry.

Is my card considered “chip and signature” or “chip and PIN”?

Both “chip and signature” and “chip and PIN” refer to the way a card is authenticated at a merchant. Your card will be authenticated using chip and signature. Chip and signature offers the same cryptographic security as chip and PIN.

While most of the banks in Europe chose chip and PIN authentication, the US market has leaned toward chip and signature in an effort to ease transition by maintaining the current experience of signing receipts. We expect our customers will also appreciate not having to remember a separate PIN in order to complete their transaction. The chip enabled equipment recognizes that the card is chip and signature and won't prompt for a PIN, even if it's used in Europe.

Can I use my existing PIN with my chip card?

For credit cards, your existing PIN can be used for ATM-based transactions only. For debit cards, you can continue to use your regular PIN at merchants that support PIN entry.

Can I use my chip card at an ATM?

Yes. At ATMs that are not chip-enabled, the transaction will be processed using your card's magnetic stripe technology in combination with your PIN. At ATMs equipped with chip readers, the transaction will be processed using the chip technology in combination with your PIN.

Will there be any changes to my account other than adding a chip to my card?

Your card account number and the benefits, terms and conditions of your account remain in effect. You will receive a new expiration date when you are re-issued a chip card.

* Visa Zero Liability: Cardholder is not responsible for fraudulent charges made with their card or account information as long as notification of unauthorized use to card issuer is immediate. Does not apply to ATM transactions or PIN transactions. A disputed transaction must be posted to your account before provisional credit may be issued. Contact us for specific conditions, restrictions, limitations and other details.